### Technical Writer Job Description

We are looking for a talented technical writer to help create and build out a modern documentation and user assistance infrastructure. You will be a core part of the product management team working closely with engineering, product marketing, and customer enablement to create resources that don’t just document what the product does, but accelerates a user from novice to power user. Customer performance is critical to [redacted] and the tools you will build will create a powerful impact on adoption.

Requirements

* Work with product managers, product marketing, and engineers to produce and maintain world-class documentation, including: User Guides, Integration Guides, API Developer Guides, In platform documentation (tooltips, welcome instructions, etc.).
* Build and maintain client aids that go beyond traditional documentation, such as online video, demos, guided tours, and other educational techniques.
* Learn complex concepts, and communicate the information in a way that is engaging and understood by users.
* Gather customer feedback on documentation to improve usability.
* Act as an editor to ensure consistency in training documentation across [redacted].
* Monitor metrics on the usage of training materials as well as direct customer feedback to prioritize future training investments.

Responsibilities

* 3+ years of technical writing experience.
* SaaS experience is preferred [redacted].
* Strong written and verbal communications and experience working with content in multiple mediums.
* Experience working cross-departmentally to communicate the nuts and bolts of a product.
* Strong experience owning an end-to-end documentation creation process.
* Excellent attention to detail and the ability to prioritize and work on multiple projects in a fast-paced, changing environment.
* A positive attitude, willing to jump in and tackle new challenges.
* Experience working with the following tools preferred: Confluence/JIRA, Git & Github, HTML, CSS, Jinja, JavaScript, Python, Intercom, Mixpanel.